Department of Information Services
CUSTOMER ADVISORY BOARD
MAY 21, 2001
Meeting Minutes

<u>Attending:</u>
Gary Schricker, Department of Health, CAB Vice Chair
Sue Fleener, Department of Licensing
Phil Grigg, Department of General Administration
Dennis Jones, Office of Financial Management
Brian Mahar, Community Trade & Economic Development
Sarah Marlowe, Department of Revenue
Shannon Marshall, Department of Retirement Systems
Kay McBreairty, Employee Security Department
Bob Monn, Department of Ecology
Cathy Munson, Legislative Service Center
Ted Nelson, Center for Information Services
Clark Palmer, Washington State Patrol
Dan Parsons, Washington State Patrol
Rex Richardson, Department of Agriculture
Christy Ridout, Department of Social Health Services
Susie Smith, Auditor's Office
Doug Tanabe, Department of Personnel
Shelagh Taylor, Department of Labor & Industries
Jim Wilcox, Association of County and City Information Systems

<u>DIS Staff:</u>
Steve Kolodney, Director
Paul Taylor, Deputy Director
Lourdes Collins, Management & Oversight of Strategic Technologies
Mike Curtright, Computer Services Division
Mary Lou Griffith, Management & Oversight of Strategic Technologies
Dave Kirk, Digital Government Applications Academy
David Koch, Management & Oversight of Strategic Technologies
Kay Metsker, Computer Services Division
Laura Parma, Assistant Director, Interactive Technologies
Tom Parma, Management & Oversight of Strategic Technologies
Paul Piper, Management & Oversight of Strategic Technologies
Darrel Riffe, Production Services

Welcome and Introductions

Call to Order - Gary Schricker, DIS Customer Advisory Board Vice-Chair, called the meeting to order at 1:30 p.m.   Mr. Schricker introduced Doug Tanabe to say thank you and farewell to Steve Kolodney, who has been the director of DIS since 1995. Jim Albert also presented Mr. Kolodney with a plaque on behalf of Information Processing Management Association (IPMA).

Subcommittee Reports

− **Human Resources**
   * E-Learning - John Robertson from the Department of Personnel gave an update on e-learning. Mr. Robertson stated that the implementation plan to migrate DIS e-learning services to DOP is completed. A final selection of e-learning vendors is in progress in conjunction with Lguide.com and should be completed by the end of May 2001. HRISD has already built a front-end system that will allow state employees to easily self enroll with an automatic notification sent to their supervisor and training manager. Databases built by HRISD will cross walk all of the vendors' information into a useable format for state purposes, including billing, training records, evaluation and notification to supervisors and training managers. The pilot test is scheduled to begin in mid-June for DIS, L&I, Revenue and DOP and should be available to all state agencies by the end of June.
   * Business Analyst Update – Bob Hahn from Department of Personnel gave an update on the Business Analyst Position. Ten agencies think that it is very helpful, while two are not sure if they find it useful. Mr. Schricker proposed a motion to move forward with defining the assignment pay. The group voted to move forward with the project of defining the position/pay.

− **State/Local Government**
   Dan Parsons from the Washington State Patrol introduced Jim Wilcox from ACCIS. Mr. Wilcox presented on the benefits of creating an environment to best serve the citizen when they begin doing business in e-business and moving data around effectively. He expressed that he would like to see this data mobility principal adopted as a vision/goal, and none were opposed.

− **Infrastructure**
   * Windows 2000 – Phil Grigg presented the status of the Windows 2000 server project. The project is on time and is expected to be complete by May 31st.
   * Policy Update – David Koch gave an update on the Computing and Architecture Standards Policy, which is complete and will be sent out after the meeting.
   * Web Presentation Guidelines/Web Content Management – Laura Parma gave an update, stating that final edits for Web Presentation Guidelines are due on May 25th, at which time the committee will document and then present it to the Infrastructure Committee for approval. A feasibility study is coming for content management.

State of IT – Part 2

Paul Taylor spoke about Digital Government and the components of IT Policy and Planning, which are:

- Strategic plan, DG Plan 3.0, Architecture
- ATOM II, Portfolio II, Research & Advisory
- Security

Mr. Taylor announced that Everett Billingslea, Laura Ruderman and Glenn Anderson are new ISB members.

− **Interactive Technologies**
   Laura Parma presented an update on portals, web properties, video production and multimedia services. She stated that the government re-launched the Access Washington site on May 3rd. New to the site are: Spotlight on Service, Ask George, customer support

site (Safe Harbor), and web presentation guidelines. A video about Access Washington was shown to the CAB.

– **Academy**
Dave Kirk gave a presentation on E-Permits. He explained how the State of Pennsylvania recreated the e-permit service using the templates created as a result of the Academy course. He also gave an ATOM update. Mr. Kirk stated that upcoming Academy endeavors include: an E-Licensing course, E-forms Fast Track, E-forms 201, E-Licensing and E-Permits102, and Document Management Workflow.

Research and Advisory Services Update
Mary Lou Griffith announced the availability of three new master contracts for Information Technology Research and Advisory services at volume discounted pricing. The contractors selected were Faulkner Information Services, Gartner Group and Robert Francis. A description of the services and purchasing information will be available at the DIS E-Mall website, http://emall.dis.wa.gov/ by selecting the master contracts button. These services may be purchased by entities that are state agencies, local government, and educational institutions.

New Business
None

Announcements
Gary Schricker announced that the IPMA agenda was available. "Lessons Learned" will be held June 28th at St. Martins. Gartner Group has a HIPPA presentation coming up, also.

Adjourn
The meeting was adjourned at 3:30 p.m.